



Safeguard Properties, LLC.

**Snow Removal Field Reference Guide
2018-2019**

“Customer Service = Resolution”

Introduction

Welcome to Safeguard Properties' Snow removal vendor network. This reference guide is intended to provide additional guidance and complement the work order texts for Snow Removal work orders. Safeguard recommends crews keep a copy of this reference guide in their vehicle at all times and refer to it when questions arise. Please be sure to follow work order instructions.

Overview

Safeguard's clients require snow removal be completed when specific criteria is met. For standard snow removal orders, once snow accumulation meets or exceeds 3" or per local code/ordinance, vendors should remove snow promptly. In the case of large storms and/or continuous snowfall, it is imperative that vendors complete snow removal and update orders on Safeview Preserve as soon as possible to generate new orders.

With this process it is possible for vendors to remove snow from a single property several times in a 24 hour period during an extensive storm.

One - time only or "Rush" snow removal orders require services be completed one time only and by the due date noted on the order. Typically these require immediate snow removal regardless of snow depth or local ordinance. Review individual work order texts for specific details.

Safeguard suggests that vendors become familiar with properties on their snow removal list prior to completing services. This will aid in the vendor's understanding of driveway type and shape, lockbox locations and other nuances of each property.

Work Order Standards

- Orders must be completed and updated within the same day of completion on Safeview Preserve, Safeguard's vendor site. This is critical to generate new orders in the case of heavy snowfall and keep orders from being reassigned
- Snow removal is to be completed when accumulation meets or exceed 3 inches, when required by local ordinance, or if a rush work order is issue.
- To plow multiple times a day, snow accumulation needs to exceed 6 inches after the first plow
- Remove snow from entire driveway, sidewalks, walkways, porches, steps and path to the rekeyed door (with lockbox).
- **REO FNMA Only**
 - Remove snow/ice from entire deck(s), walkways to deck(s), staircase(s), patios and porches. Even if there is no walkway, the entire deck/stairs must be cleared.
 - Path to locations of mechanical lock boxes, secondary doors and meter must be cleared
- Do not pile snow in front of entrances to the property. This includes doors to the house, garage doors and doors to outbuildings
- Apply salt or melting agent on the driveway, walkways, and sidewalks once the snow is removed

- This must be viewable in photos, a mixture of colored salt is recommended to prevent invoice denials.
- Work must be completed for the agreed pricing

Photos

Take photos with Safeguard's Safeview Preserve Mobile Application only

General photos:

- Front of House
- Rear of House
- Property Address
- Securing Sticker
- Close-up of Securing Sticker
- Door Knock
- Vacant - Snow not Shoveled

Before photos:

- Measurement showing snow depth from middle of drive
- Entire Driveway
- Steps/Walkways/Porch - walkway photo must include the lockbox in the photo
- Sidewalk -photo showing full sidewalk and the complete scope of the subject property
 - If no sidewalks are present, a street view showing the property and neighbor's property confirming the absence of the sidewalk must be documented

After photos:

- Entire Driveway
- Snow removed from in front of Garage Door
- Steps/Walkways/Porch - walkway photo must include the lockbox in the photo
- Sidewalk- photo showing snow has been cleared from full sidewalk and complete scope of the subject property
- Snow removal ordinance (if applicable)
- Salt or melting agent picture to all entries/access to doors
 - Salt must be viewable in photos, a mixture of colored salt is recommended to prevent invoice denials.

REO FNMA - This client requires additional photos in addition to the items stated above

General photos:

- Front of House
- Left and Right Sides of House
- Rear of House

- Property Address
- Street Scene
- Fence Areas Secured
- Securing Sticker
- Close-up of Securing Sticker
- Door Knock
- Vacant - Snow not Shoveled

Before photos:

- Measurement photo showing snow depth from middle of drive
- Entire Driveway
- Front of the property showing address/mailbox
- Steps and walkway - walkway photo must include the lockbox in the photo
- Entire decks, patios, porches and steps. This is including steps/access to higher levels
- Sidewalk -photo showing full sidewalk and the complete scope of the subject property
 - If no sidewalks are present, a street view showing the property and neighbor's property confirming the absence of the sidewalk must be documented
- Right and left sides of the house
- Back of House/Full backyard
- All gates allowing entry
- Up and down the street

After photos:

- Entire Driveway
- Snow removed from in front of Garage Door
- Front of the property showing address/mailbox
- Steps and walkway - walkway photo must include the lockbox in the photo
- Entire decks, patios, porches and steps. This is including steps/access to higher levels
- Full Sidewalk -photo showing snow/ice has been removed from full sidewalk and the complete scope of the subject property
 - If no sidewalks are present, a street view showing the property and neighbor's property confirming the absence of the sidewalk must be documented
- Right and left sides of the house
- Back of House/Full backyard
- All gates allowing entry
- Up and down the street
- Snow removal ordinance (if applicable)
- Salt or melting agent (**NO liquid**) picture to all entries/access to doors
 - Salt must be viewable in photos, a mixture of colored salt is recommended to prevent invoice denials.

If all photo standards are not met, your invoice may be denied upon review.

Photo Examples

Measurement photo showing snow depth from middle of drive



Before



After



Before



After



Snow Removal Updating and Invoicing

- All completed snow removals must be updated and invoiced on Safeguard's Safeview Preserve website.
- Snow orders must be updated within 24 hours of a snow event.
- Orders that have photos and are not updated are considered incomplete.
- All completed snow removals must be invoiced at the amount per the signed pricing agreement form.
- All snow removals regardless of area size, must be completed for the agreed upon amount.
- All snow removals must be completed regardless of snow depth.

Snow TDA (Top Down Audits)

- The SQA department will be reviewing 100% of completed snow orders.
- The TDA will review to ensure clear photos are provided for the following areas:
 - Front of house from street
 - Rules showing 3" or an ordinance
 - Before/ after driveway
 - Before/ after walkway/ path to lockbox
 - Before/ after sidewalk or proof of no sidewalk
 - Melting agent/ anti-slip agent applied
 - Rear of property/ back of house

FNMA REO

- Access to 2nd level cleared
- B/A deck, patio, porch
- Garage door clear of snow

Frequently Asked Questions

What is included in snow removal services?

- Snow removal from driveways, sidewalks, walkways, porches, steps, and paths to rekeyed doors of the property.
- Sidewalk snow removal and salt or melting agent application is a critical step
 - When no sidewalks are present, a street view showing the property and neighbor's property confirming the absence of the sidewalk must be documented.
- Snow removal from areas leading up to any electronic/mechanical lockbox.
- Salt or melting agent application to all plowed and shoveled areas
 - This must be viewable in photos, a mixture of colored salt is recommended to prevent invoice denials.
- Work orders updated the same day as work completed
- **REO FNMA Only** - remove snow/ice from entire decks/walkways to decks/patios/porches

- **REO FNMA Only** -Remove snow/ice from all walkways to decks, if there is no walkway the entire deck must still be cleared.

What are the photo standards for snow removals?

- Photos must be placed in the correct photo label on Safeview Preserve showing “before and “after”
- Photos must show as much of the property as possible
- If no sidewalks are present, a street view showing the property and neighbor’s property confirming the absence of the sidewalk must be documented
- Ice melting agent/salt must be visible in photos
 - This must be viewable in photos, a mixture of colored salt is recommended to prevent invoice denials.

How do we handle cancelled orders that have already been completed?

- If a cancellation is received on an order already completed the vendor has until end of business EST time that day to update the order on Safeview Preserve. Cancelled orders are located in the cancelled orders tab on Safeview Preserve
 - Please note this does not apply to orders that were reassigned for non-performance

What type of comments should be included in the comments section? What comments should be excluded?

- Limit comments to information essential to provide a full report of property condition
- Do not repeat information that has been reported elsewhere in the update
- Unnecessary comments include the following:
 - Snow Removal complete
 - Thank you

Who do I call if I have questions?

- For all work order questions, the help desk button is located on your Safeview Preserve. For all other questions, please refer to the Safeguard Properties Call Guide.

How often should snow be removed?

- Snow should be removed when accumulation meets or exceeds 3 inches or one of the following condition applies
 - Per local code/ordinance (include copy with update)
 - Per Rush Order
 - To plow multiple times a day, snow accumulation must exceed 6 inches after the first plow
- Multiple plows a day
 - If 2nd or higher push within 24 hours, entire drive must be covered either to 3 inches or per applicable ordinance, (if ordinance was not used for the initial plow).

- When using a City Ordinance (where ordinance does not specifically identify an amount) once snow has stopped falling, must wait until 6” of additional accumulation occurs to push same day

Suggested melting agents?

- Colored Ice Melt- preferred
- Rock Salt
- Liquid deicer - **NO FNMA**
- Sodium chloride
- Calcium Chloride



Reassignment of Late Orders?

- Snow removals not being performed when accumulation meets our standards are eligible for reassignment to another vendor. The vendor that was responsible for the snow removal work order will be charged an associated rush fee for additional cost incurred. Regardless of work done, if the order is not submitted you will not get paid.